Office of State Personnel



Welcome to our Team!

Your Guide to Success

Our Team

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This handbook is for all applicants who are registered with *temporary solutions* for temporary employment with North Carolina State Government Agencies. The information contained in this booklet is not a contract and is subject to change by the proper authorities. It should be understood that explanations in this booklet cannot alter, modify, or otherwise change the controlling legal documents or general statutes in any way, nor can any right accrue by reason of any inclusion or omission of any statement in this booklet.

May 2010

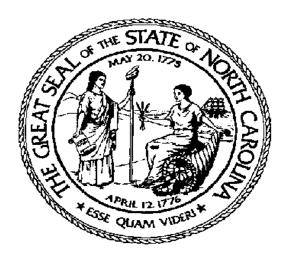
Frequently Used Phone Numbers
C.A.T bus(919)828-7228
T.T.A/Go Triangle.org(919)485-RIDE
Accessible Raleigh Transportation(919)890-3459
Employment Security Commission(919)707-1290
State Parking Systems(919)807-2314
Notes:

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6) If I am approved for overtime, how am I paid?

Hours worked over 40 within a workweek (Monday thru Sunday) will be calculated at the rate of time and one-half (1.5) hours. Make sure you have prior approval from your supervisor before working overtime.

7) If I turn in a late time sheet, will it be processed in a timely manner and when is it too late?

The time sheet may be processed in the next pay cycle. Time sheets are due to us by midnight on Friday of every other week. If you are unsure about when you can turn in your time sheet, please contact the *temporary solutions* Payroll Officer at (919) 733-5024.

8) Does temporary solutions have "temp to perm" assignments?

No....If you are interested in permanent work with State Government, you will need to complete the State of North Carolina Application for Employment (PD-107) and submit it to the agency that has a job posted. You can view these posted permanent positions at www.osp.state.nc.us/.

9) How long can I work with temporary solutions?

temporary solutions assignments are for a period of 11 consecutive months or less. You may be eligible for reassignment after a lapse in employment of more than thirty-one calendar days. Students are exempt from the eleven-month maximum limit. Retired employees are also exempt from the eleven-month maximum if they are drawing a retirement income and/or social security benefits.

10) Where do I get my Employee/BEACON ID?

This number will be mailed to you by BEACON approximately one month after you begin work.

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INCOME TAX STATEMENTS

To ensure receipt of your W-2 form, you must supply your current mailing address. If you move, you may come by *temporary solutions*' office or access Beacon with your NCID to make the changes yourself.

FREQUENTLY ASKED QUESTIONS

1) What are the benefits of working through temporary solutions?

You obtain valuable State Government work experience while looking for permanent work.

2) Once I have become active with your agency, am I required to call in for availability?

Once your background has been checked, you are considered an active candidate and you are not required to call in. Checking in with your Placement Counselor periodically lets him/her know that you are still available.

NOTE: If any changes occur after registering, please inform

If I am not happy with my current assignment?
 Notify your Placement Counselor as soon as you can. We will discuss other alternatives. DO NOT WALK OFF YOUR ASSIGNMENT.

our office right away (name, phone number or address).

4) What should I do if I am going to be late or absent from my assignment?

Always call your on-site supervisor. If you are not able to reach him/her, please contact our office. Remember, failure to call or report to your assignment may result in termination and you may not be considered for future assignments.

5) What should I do if my supervisor is not available on the day time sheets are due?

Please contact the *temporary solutions* Payroll Officer at (919) 733-5024. Do not assume we will take late time sheets.



Thank you for applying with temporary solutions!

We are a temporary service for North Carolina State Government. We began operations in November 1986 with the mission to provide quality temporary staffing to our state government. Temporary employees are placed on assignments through *temporary solutions* which enables them to gain valuable hands-on experience in state government. Although permanent hiring decisions are not made through our agency, many *temporary solutions* employees have successfully obtained permanent employment with North Carolina State Government.

Our office hours are 8:00 A.M. to 5:00 P.M., Monday through Friday. You can reach us by telephone at (919) 733-7927 or visit our website www.nctemporarysolutions.com.

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After the Interview

Employment and criminal conviction backgrounds are checked. Criminal convictions do not necessarily disqualify you from placement. However, non-disclosure of any criminal conviction or falsification on your application can result in disqualification of your application. Upon completion of processing, your application will be considered for temporary positions with *temporary solutions*. *temporary solutions* cannot guarantee placement.

Job Placement

The Placement Counselors consider the qualifications, work experience and skills assessments required for the assignment. Then they look for the appropriate applicant with those skills, availability and interest in the position. The number of assignments available through *temporary solutions* is based on agency needs and NOT on permanent vacancies.

Accepting and Working on an Assignment

You are encouraged to evaluate all aspects (location, duties, hours, pay rate, etc) of an assignment before accepting the position. We want to make a placement that will be mutually beneficial to you and to the hiring agency. We appreciate open communication. If you have any concerns, please talk to your Placement Counselor. Declining an assignment does not prevent you from future placements. However, once you accept an assignment, a last-minute change of mind presents a hardship on the agency and your Placement Counselor.

temporary solutions' assignments are for a period of 11 consecutive months or less. You may be eligible for re-assignment after a lapse in employment of more than thirty-one calendar days. Students are exempt from the eleven-month maximum limit. Retired employees are also exempt from the eleven-month maximum if they are drawing a retirement income and/or social security benefits. Retirees from the Teachers and State Employees' Retirement System must adhere to the retirement system's rules concerning allowable earnings. It is the responsibility of the employee to notify temporary solutions of any change in status.

TIME SHEETS

Completion of a Time Sheet

Time sheets and Pay Schedules are available through the *temporary solutions* website (www.nctemporarysolutions.com) Please make sure you include time for only one Pay Period on a time sheet. DO NOT include dates not in the Pay Period. Do not work more than 40 hours within a work week (Monday thru Sunday) or on holidays without your supervisor's prior knowledge and approval. You are responsible for recording your time worked, securing your work site supervisor's signature and delivering your time sheet to us. <u>DO NOT ENTER YOUR TIME INTO BEACON</u>. Late time sheets will not be processed until the next pay cycle.

Submission of a Time Sheet

- √ Hand Deliver
- $\sqrt{\ }$ Drop Box—Located at the front of building.
- $\sqrt{\mbox{FAXED}}$ time sheets cannot be accepted, only the original. (For those who work outside of Wake County, you may fax time sheet and mail the original.)
- $\sqrt{}$ Both signatures are required for processing: yours and your supervisor's.
- $\sqrt{}$ Round all hours to the nearest quarter hour. A quarter hour equals 15 minutes. (15 minutes=.25, 30 minutes=.50, 45 minutes=.75)
- $\sqrt{}$ Copy Distribution

The original copy of your time sheet goes to *temporary solutions* and then make a copy for your supervisor and your records.

Multiple assignments during a pay period

If you have worked more than one assignment during a Pay Period, a separate time sheet must be filled out for each assignment and signed by the appropriate supervisor.

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Employment

Wherever you may be assigned, *temporary solutions* is your employer. If you have any questions regarding your employment, please contact our office. As your employer, we are responsible for mandatory withholding taxes and social security taxes. We are also responsible for completing any forms concerning *verification of your employment*. This information will be completed by our payroll officer. According to Federal law, we must have each employee complete an Employment Eligibility Verification form by the end of the third day of work. If this form is not completed by the end of the third working day, Federal law states that employment must be terminated.

TIPS FOR temporary solutions TEMPS First Day Checklist

- √ Department Name
- √ Department Location
- Name of your on-site Supervisor
- √ Your on-site Supervisor's phone number
- $\sqrt{}$ Duration of your assignment
- √ Pay Period Dates
- √ Proper attire
- √ Transportation

Professionalism on the job is important for every employee. This is especially true in a temporary position where you may only have a short period of time to make a positive impression. It is best to arrive at your assignment a few minutes early!

Performance and Personal Conduct Policies

If you are unable report to work as scheduled, due to illness or other reasons, please call your on-site supervisor as soon as possible. If you do not contact your supervisor in a timely manner, you may be terminated from your position. *temporary solutions* has a "No Show, No Call" policy. If you do not report to your assignment and do not contact your supervisor, your assignment will end and it will affect future assignment with *temporary solutions*. An act of unacceptable personal conduct will result in your immediate removal from the assignment and termination of employment with *temporary solutions*.

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Confidentiality and Information Processing System Responsibilities

The job to which you are assigned may give you access to information processing systems and/or sensitive information which is confidential in nature and, as such, subject to various state and federal privacy laws. As an employee of *temporary solutions*, it is expected that the information to which you are given access is only to be used for conducting authorized activities. Any visitation of websites which are personal and not connected with the assigned work are NOT allowed. Any unauthorized use of information processing systems and software or disclosure of confidential information will result in your immediate removal from the assignment and will affect future assignment with *temporary solutions*.

Personal Communication

Personal communication, including the use of the telephone and/or email MUST be coordinated with the assignment supervisor. Cell phone usage must take place on breaks or lunch periods. Under NO circumstances should personal long-distance phone calls be charged to a state agency. Making long distance phone calls on the State Telephone Network for other than official State business is against the law and will result in the employee being responsible for the charges, possible dismissal, and penalties.

Ending an Assignment with temporary solutions

temporary solutions reserves the right to terminate temporary assignments at any time.

There are many reasons why agencies may end an assignment. Sometimes agencies are recruiting to fill a position on a permanent basis and are not sure how long the process will take. Other times, agencies need to end an assignment due to the budget or work has been completed. If you find out that your assignment is ending, please contact *temporary solutions* to be placed on our availability list. We need to know the last day you worked on each assignment. DO NOT assume that the agency will notify us.

If you are offered permanent employment with State Government or in the private sector, please let us know as soon as possible. It is possible that if you are hired by the State your last check with *temporary solutions* must be coordinated with the hiring agency.

Breaks and Lunch Periods

Ask your on-site supervisor about agency procedures for breaks and lunch periods. Breaks are not required; however, many agencies allow breaks. Lunch periods must be at least thirty consecutive minutes and do not count as work time. Always be FLEXIBLE!

PAYROLL

The Office of State Controller (OSC) requires that all state payroll be paid electronically. All temporary employees will need to complete a direct deposit form. This form is located in our office and on *temporary solutions* website (www.nctemporarysolutions.com).

If an employee is unable to secure an account at an eligible financial institution, or if he/she believes that enrollment in direct deposit will result in an extreme hardship, the employee may request an exemption using the exemption request form. Exemptions will only be granted at the discretion of the State Controller based on the evidence provided by the employee. If you desire to submit a "Direct Deposit Exemption Request Form". It should be submitted to OSC within 30 days of hire. OSC will respond to each submitted exemption request within 15 workdays of receipt.

The "Direct Deposit Exemption Request Form" is available in the **temporary solutions** office. The form may also be obtained from the State Controller's website: http://www.ncosc.net/sigdocs/sig_docs/payroll/Payroll_Forms.html.

All paper checks will be mailed directly to temporary employees from OSC (Office of the State Controller) instead of being delivered to the agency for distribution. **Checks will be mailed by OSC on payday.**

Please note that your first and last paychecks will be paper checks!

NCID Account

When you begin your employment with *temporary solutions*, you will be entered into the BEACON payroll system. Within a month you will be issued a card from BEACON with your new employee ID number. A few days before your first paycheck, please register for you NCID account . The instructions should be in your packet and can also be found on our website. This will allow you to view your paystubs as well as make changes to your personal information and tax information.